# Guinea

## United States Peace Corps in Guinea

### Personal Services Contractor (PSC) Vacancy Announcement

**VACANCY PSC-07-2015**

OPEN TO:          All Interested Candidates
POSITION:         **Information Technology (IT) Specialist**
OPENING DATE:     April 20, 2015
CLOSING DATE:     May 03, 2015
WORK HOURS:       Full-time: 40 hours/week

The US Peace Corps is seeking a candidate for the position of Information Technology Specialist (ITS).

## Introduction

This position is located in Peace Corps Guinea's Conakry office and reports directly to the Director of Management and Operations (DMO) with technical guidance provided by the International Technical Support (ITS) group in Washington, DC.

The Information Technology (IT) Specialist is the primary contact for first-tier technical support at our main office and three Regional offices (Boke, Labe, and Kankan): administering the local IT systems, maintaining ITS mandated configurations, and ensuring that all IT systems adhere to Peace Corps and US Government policy. Daily tasks will be managed by the DMO yet the incumbent is expected to exercise initiative, independent judgment and skill while carrying out recurring duties.

## MAJOR DUTIES AND RESPONSIBILITIES

### *Network and Systems Administration*

- Maintains and updates the Microsoft Exchange server as directed by the ITS group.
- Responsible for troubleshooting server problems and minimizing downtime for the users.
- Serves as the point of contact for issues concerning Post's Internet Service Provider.
- Maintains ITS standard back-up system for mission-critical data. Will be responsible for performing routine back-ups of Post data and properly storing backup media according to ITS standards. Responsible for the restoration of data as necessary.
- Performs the daily server checklist to ensure proper operation of the server and network.
- Identifies and secures local IT resources to meet Post's needs. Responsible for locating IT resources within country which may improve the support and management systems at Post. Resources may include upgraded ISPs, hardware/software vendors, technical support, and training services.
- Maintains a continuing dialogue with ITS and other Regional IT Specialists, monitoring systems and policies to ensure efficient and effective systems; helps determine means of increasing IT program effectiveness.

- Frequently reassesses the IT configurations and settings on staff and volunteer workstations to ensure that they meet ITS standards.
- Perform maintenance tasks as assigned by OCIO including daily, weekly, monthly, quarterly & annual tasks.
- Manage and service IT and telecommunications equipment including computers, printers, photocopier, scanner, radios and phones.

### *User Training*
- Provides formal or informal IT training to overseas staff who have varying degrees of technical proficiency. Training will be conducted on software applications, Internet-based research, hardware and software troubleshooting and the appropriate use of IT in the workplace.
- Attends workshops and conferences to develop IT and training skills. Attends periodic Sub-Regional IT conferences coordinated by ITS to insure current knowledge of Peace Corps Information Systems and policy.  Assistance in planning conferences/workshops may also be required.
- Takes a lead role in planning conferences/workshops in areas pertaining to technology support such as projection, sound and more. This includes ISTs, PSTs, Swearing-In, offices and other events.

### *Customer Technical Support*
- Provides first-tier computer and network support for the Peace Corps office.
- Ensures that all IT related needs are met while adhering to ITS/Peace Corps guidelines and policies.
- Solicits assistance from ITS group when encountering issues beyond his/her expertise.
- Identifies recurring problems, systemic problems or other factors impacting computer issues at post and reports them to the ITS group.
- Serves as the primary contact should ITS be needed for second-tier support.
- Independently installs hardware and software; identifies and solves technical problems including but not limited to hardware, software, and Internet connectivity issues.  All of the above will be conducted under ITS guidelines/policies.
- Re-images and reassigns computer equipment as staff come on or leaves positions.

### *Information Management*
- Maintains an up to date IT inventory and software license database and assists ITS in procurement decisions. Keeps ITS current with Post's IT needs.
- Maintains PCG's PCV/personnel data bases.  Will be responsible for administration of the Volunteer/Personnel Information System at Post.
- Responsible for updating all staff information changes on local server and workstations as necessary.  Will collaborate with CD, DMO and Country Desk Unit on making necessary staff changes for HQ directory.
- Maintains post's maintains website, thereby enhancing Post's presence on the internet. The website target audience includes host country nationals and local partners, potential Peace Corps Volunteers and invitees.
- Maintains the SharePoint page in its basic form to manage the enterprise calendar and promote the effective use of technology that enhances productivity.

*Security Coordination*
- Act as IT security coordinator under guidance of Agency IT Security Program Coordinator.
- Immediately communicates Volunteer safety and security concerns and issues to the Safety and Security Manager (SSM) and CD. Knowledgeable and supportive of Peace Corps safety and security policies and procedures, including the timely reporting of suspicious incidents, persons or articles.
- Perform other duties as assigned.

## QUALIFICATIONS REQUIRED

- University degree or equivalent certification in Computer Science/Programming, Management Information Systems, Information and Communications Technology or any related discipline.
- Fluent speaking, reading and writing in French and English is required.
- Advanced experience (3 years +) in an Information Technology and Communication position with increasing responsibility.
- Exceptional and proven interpersonal communication skills.
- Excellent customer service and training skills.
- Demonstrated proficiency and ability to train others in Microsoft products such as Excel, Word, PowerPoint, Publisher and Outlook.
- Ability to work effectively with a team.
- Ability to perform complex duties with minimal supervision as needed to support the group effort.
- Must be very organized, efficient and have the ability to prioritize many projects at one time.

## <u>HOW TO APPLY:</u>

Interested applicants for this position must submit the following or the application will not be considered:

1. A completed application for U.S. Federal Employment (OF-612). The form must be completed preferably in English or in French. A copy of this form may be obtained by writing to pcguineejobs@gn.peacecorps.gov

2. A resume or C.V.

3. Three professional references.

4. A cover letter

5. Any other documentation (e.g., essays, certificates, awards, copies of degrees earned) that addresses the qualification requirements of the position as listed above.

SUBMIT APPLICATION TO:
Attention: **Director of Management and Operations**
pcguineejobs@gn.peacecorps.gov

Applications will only be accepted by e-mail to pcguineejobs@gn.peacecorps.gov. Applications must be received no later than May 03, 2015 at 00:00 hrs.

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